

Courier

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Fastran - special movers

It's 6 a.m. and the line of drivers is growing shorter at the Pennino Building as the dispatcher gives out assigned routes

for the day. The Fastran buses are beginning to roll across Fairfax County.

Fastran is a unique transportation system in Fairfax County that caters to very special riders. "The Fastran system is maintained to support those citizens with special needs," said **Matthew Spruill**, director, Fastran. The

system provides transportation for individuals with limited incomes, senior adults, and county residents with physical and mental disabilities."

Craig Allen is a Fastran supervisor who starts out early each morning handing out the scheduled pickups for each driver's route. Although he has only been on board for a month, he comes from New York City where he worked in a similar transportation system. "The job here is much the same as the one I came from," said Allen,

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Teleworking is a "win-win" situation

"Teleworking is a good thing for the county," said **Tony Griffin**, county executive, recently as he was reviewing the progress in the county's teleworking program. "It supports the county objectives of high performance while helping to alleviate some environ-

mental concerns the county faces. Teleworking is proving to be a win-win situation for employees and the county."

No other municipal government is promoting teleworking like Fairfax County, which is a leader

Home
Sweet
Home

in the region. Increased use of teleworking is strongly endorsed by the Fairfax County Board of Supervisors and is a goal of

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"It makes me feel good to use my experience to help others."

April Hanby has been a Fastran driver for more than a year. She has the "856 route" which takes her through Chantilly and Centreville. Her riders are seniors and people with disabilities. "I really enjoy my work," said Hanby. "I drive this route all the time and

have become very good friends with the riders. I know their needs and when they should be riding. They depend on me."

Fastran maintains 140 vehicles and has 134 contract drivers that complete more than 2,000 trips daily. Seventy-five percent of the buses are equipped for handicap accessibility. Routes for each driver and vehicle are prepared daily in the central dispatch office in the Pennino Building. In its 18 years of operation, Fastran has maintained an excellent safety record, a fact **Mike Artson**, customer service manager, expresses with pride. "Our safety record attests to the good relationship between the public and private partnership and the commitment both have to our mission of providing excellent services."

Fastran was created more than 18 years ago to consolidate and satisfy the transportation requirements of several human services agencies. "There were several organizations which provided transportation support to their

clients," said Artson. "Agencies such as the Fairfax-Falls Church Community Services Board provided transportation to ensure clients received the prescribed medical treatments. The Department of Community and Recreation Services offered transportation to senior adults who needed it, helping transport them to senior centers, adult daycare centers, medical appointments and, in some cases, essential grocery shopping."

In 1985, the county Board of Supervisors recommended consolidating these transportation resources into one system that could satisfy the needs of the various human services groups. The resulting Fastran system gave better service, relieved the agencies from maintaining their own transportation systems

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Craig Allen hands April Hanby her route for the day. Drivers are dispatched out of two locations for the north and south parts of the county.



Nahun Cruz, a Fastran driver for more than five years, checks over his daily route.



Aster Asfaw, aide, and Brenda Butler, driver, are a team on one of Fastran's specially equipped buses.

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and saved money by eliminating duplication through consolidation and coordinated scheduling. "Overall, it was a win-win situation," noted Spruill.

Part of the uniqueness of Fastran is how it



Matthew Spruill, director

fits into the county structure. It is part of the Department of Community and Recreation Services, ensuring its mission is closely tied to the human service organizations. While Fastran receives support and assistance as needed from the Department of Vehicle Service, Fastran owns the fleet of buses and contracts for maintenance.

Another unique feature is that Fastran is one of the oldest public/private partnerships in the county. The county owns the vehicles, provides parking space and manages the budget, scheduling and customer service. Maintenance, drivers, insurance and dispatching are contracted to two private companies – one operating in the southern part of the county and one in the northern part. "We have developed a good working relationship between public and private operations," said Artson. "This is a true partnership."

How does a person qualify to use Fastran services? Each of the human service organizations verifies an individual's needs and qualifications. There may be charges to clients based on the nature of the service and their ability to pay. A person who wants to participate in adult daycare but is unable to drive might be expected to pay a very

nominal fee for transportation. Said Artson, "Our mission is taking care of our needy and senior adults."

The effectiveness of the public and private partnership of Fastran has received national attention. In addition to many workshops and discussions explaining the successful concept, Fastran has been recognized with numerous awards and was recently cited for its exemplary work by the Federal Department of Transportation and Virginia Congressman **Tom Davis**.

So now, when you see a Fastran bus go by, you can smile, knowing it represents Fairfax County at its best. ■

For more information about Fastran, contact the customer service office at
703-222-9764,
TTY 703-324-7079
or e-mail at
fastran@fairfaxcounty.gov.

My name is Patty and I attended JEB Stuart High School and graduated from the Davis Center. My teachers were very helpful, teaching me how to use a check book, bake, clean rooms and other tasks. They helped me look for a job. I wanted to work at a hotel which was close to my home, but my eyesight is not very good and my mom didn't want me crossing streets to get to the Metro bus. Then my teachers told me about Fastran. After I graduated, I couldn't wait for Fastran to pick me up and take me to my job. I've been working there for more than four years now and have made many new friends, many on Fastran, too. If I didn't have Fastran, I couldn't get to my job and I would have to sit at home all day. I studied hard in school so I can work like my mom, dad and sisters and earn my own money. Thank you, Fastran.

- photo by CRS staff



Patricia Karwois



Teleworking, from page 1

Chairman **Gerald Connolly** who sees this nationally-accepted work concept as helping to improve the region's air quality. The fewer cars that are on the roads, the less air pollution there will be.

Teleworking has been available in the county for several years but only recently have employees begun to look at this concept as a work solution. According to the Department of Human Resources, many employees aren't familiar with teleworking and how it can fit into their work culture. It requires a closely coordinated relationship between an employee and a supervisor. However, many employees who telework regularly report good results. "It took a little shift in my overall thinking about working at home but now I feel I can actually accomplish more on the days I telework," said **Terry Carroll**, Department of Information Technology.

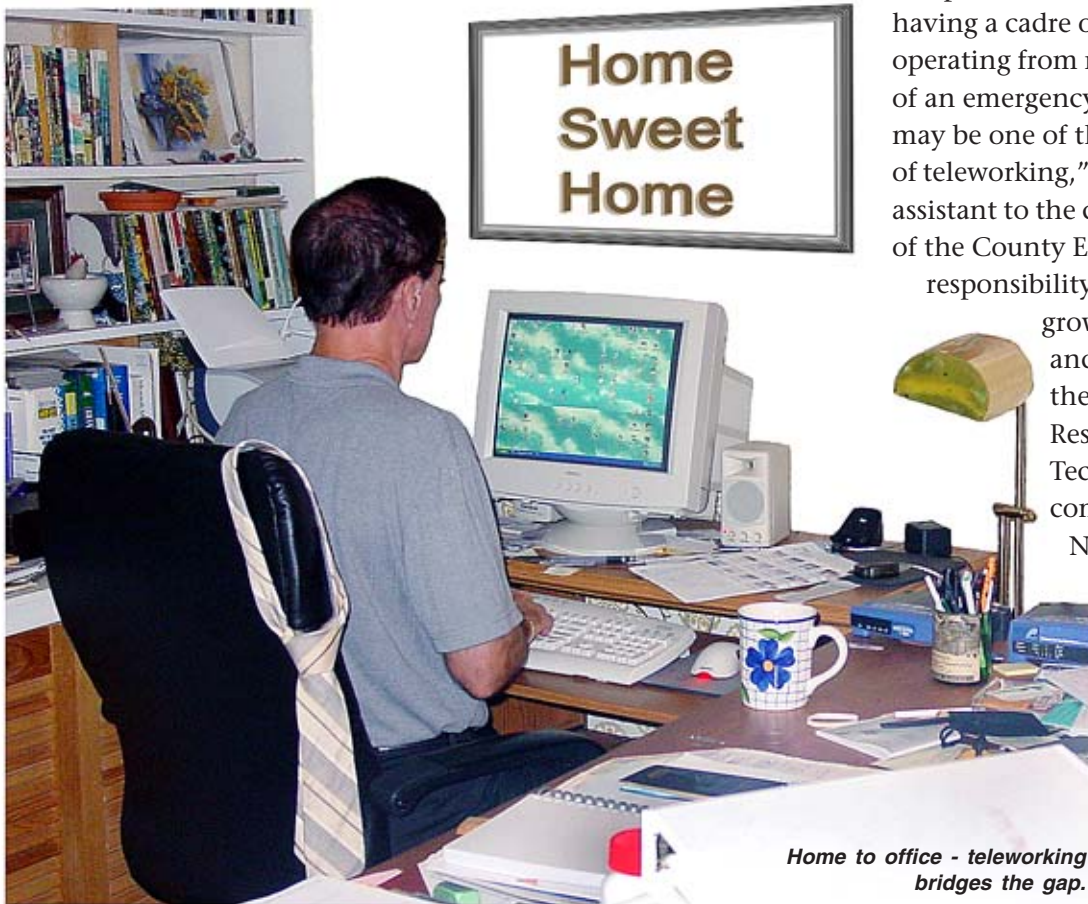
According to the Metropolitan Washington Council of Government definition,

teleworking, also known as telecommuting, means using information technology and telecommunications to replace work-related travel. Simply put, it means working at home or closer to home. With teleworking, employees work at home or perhaps at a local telework center, such as Access Fairfax in the South County Center, one or more days per week. Communication is accomplished by phone, fax, computer and teleconferencing. Nationwide, more than 20 million workers are going to work simply by picking up the phone or turning on their computers.

This workplace alternative pays real dividends for area businesses and their employees, while reducing traffic congestion and air pollution, increasing the area's economic vitality, and bolstering overall quality of life. More information about the area's teleworking initiatives can be found on the MWCOG Web site at www.mwco.org/commuter/bdy-telework.html.

Teleworking has an extra benefit in that it can provide a "continuity of operation" by having a cadre of employees capable of operating from remote locations in the event of an emergency. "Continuity of operations may be one of the most important benefits of teleworking," said **Cathy Chianese**, assistant to the county executive. The Office of the County Executive has taken on the responsibility of directing the county's growing interest in teleworking and coordinating the efforts of the Departments of Human Resources and Information Technology, and others who are committed to this program.

Not all jobs are suited for teleworking. Jobs that require day-to-day contact with the public or jobs that require on-location attention, such as maintenance, aren't the kind of jobs that qualify for teleworking. However, many jobs in



Home to office - teleworking bridges the gap.

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county government can be restructured so that designated work can be accomplished at home. "I had never considered teleworking until my supervisor pointed out that many of the spread sheets and data collection summaries I'm responsible for could be accomplished from a remote location," said Carroll. "I'm connected to my work computer system and do as much, if not more work at home. And while I can be contacted immediately by my office, it's usually a lot quieter and less interruptive at my home."

Teleworking usually proves successful for the organization. Surveys have shown that after an initial adjustment period, participants and their supervisors feel that productivity goes up. "There are 27 people teleworking in the Park Authority with very good results," said **Michael A. Kane**, director of the Park Authority. He added, "We support programs such as Bike-to-Work and Code Red air quality designations to encourage teleworking to help keep motorists off the road and help protect our environment."

An employee and supervisor don't go into teleworking "uninformed." There are two training courses offered by Human Resources that can help employees and supervisors better understand their roles in teleworking and how to set up an effective teleworking

plan. These courses are optional but recommended. The explanations of the courses, and the forms required for teleworking, are on the Infoweb at <http://infoweb/hr/teleworking>.

After an application for teleworking (found on the HR Web page on the Infoweb) has been approved and a work agreement has been signed between worker and supervisor, a person receives a briefing from the

Department of Information Technology.

The process of logging in to work computers from a

remote site is ex-

plained and a new

teleworker is given a remote access

SecurID token for remote networking. This can be used at home or wherever there is an Internet connection.

As of the middle of May, 738 employees have signed up for teleworking. The county is fast approaching its goal of 1,000 teleworkers in 2005 – a goal that can have positive benefits to all participants. ■



Fairfax County Combined Charitable Campaign is coming



"It's not too early to begin thinking about Christmas shopping and the Combined Charitable Campaign," said **Margaret Savage**, Department of Human Resources. "Both will be here before you know it!" Savage is the county coordinator for the project.

To start things off early, the Department of Tax Administration contributed \$200 to the campaign, designating the funds for the Virginia Special Olympics (yes, you can designate to which organizations you want your contributions to support). DTA raised the money during Public Service Recognition Week.

Pictured are **Kevin Greenlief**, director of DTA, **Margaret Savage**, DHR, and **Steve Esenboch**, DTA, holding the DTA contributions.

Dave M. Rohrer named Fairfax County police chief

David M. Rohrer was recently named chief of the Fairfax County Police Department by the Fairfax County Board of Supervisors.

Rohrer will oversee a police force of nearly 1,300 sworn officers and 500 civilian employees. He succeeds **J. Thomas Manger**

who retired

McLean District Stations; assistant team leader of the Tactical Section; second lieutenant and team leader of the Tactical Section; commander of the Special Operations Division; assistant station commander with the McLean District Station; aide for the deputy chief of Administration; commander of the Fair Oaks District Station; staff duty officer; and then commander of the Patrol Bureau, Division I before his current position as a senior commander with the Fairfax County Police Department, serving as deputy chief of Police for Investigations and Operations Support.

Rohrer is a member of the International Association of Chiefs and also members of the Police Executive Research Forum and the FBI National Academy Associates. He has served on the county's Emergency Management Coordinating Committee, the Citizens Corp Council and the Environmental Coordinating Committee.

He is a Bronze Valor award recipient and also has received the Meritorious Service Award and the Outstanding Performance Award. ■



David Rohrer meets the press after being named Fairfax County police chief.

on Jan. 30 of this year.

Rohrer previously served as deputy chief of Police for Investigations and Operations Support, bringing 23 years of experience with the Fairfax County Police Department to the job of chief. He began his career in Fairfax County in 1980 as a police officer with the McLean District Station. He moved his way up through the ranks to sergeant of the Patrol Bureau with the Fair Oaks and

Language services exhibit

A successful language services exhibit was held in the Government Center on July 15. According to **Angie Carrera**, language access coordinator, this was an opportunity for agency representatives to discuss translation needs with vendors who provide such services. Communicating in more than one language in Fairfax County is becoming important.

If you have questions about this service, please contact Carrera, 703-324-2531, TTY 703-222-5494. ■



Pictured at left: Angie Carrera (l) talks with some of the attendees at the exhibit; Below: Marsha Smith, DFS, talks with Kathleen Diamond (l) and Heidi Lacy (r) of LLE Language Services.



Fairfax County Board of Supervisors meeting, July 26, 9:30 a.m.

Briefs

FY 2005 pay scales

The FY 2005 pay scales are now available at www.fairfaxcounty.gov/gov/pers/PAY-PLAN/FY05/Pay05.htm. In keeping with the county's move to less paper and greater use of electronic documents, the pay scales are not being printed and distributed to all employees this year. For more information, contact **Susan Woodruff** at 703-324-4341, TTY 703-222-7314.

Purchasing 101 now available

You can enroll in the Department of Purchasing and Supply Management's new purchasing training course entitled "Purchasing 101, Purchasing in Fairfax County." It's a full-day, instructor-led course to provide students with an overview of how the purchasing process works in the county. Training sessions are scheduled for Aug. 31, Oct. 27 and Nov. 22. To enroll, submit a training nomination form through your agency training coordinator or contact **Cheryl Bland**, DPSM, at 703-324-3622, TTY 1-800-828-1140.

Wireless Technology

Did you know that the unauthorized use of wireless technology can have a dramatic effect on the security of the county network? Most wireless access points are very

insecure can open the county up to attack by unauthorized parties and introduce serious security risks. Fairfax County policy prohibits the use of non-county approved and deployed wireless access points. If you have questions about purchasing and installing wireless devices for your department, please contact the Technical Support Center at 703-222-3535, TTY 711, or visit the Information Technology Web page on the Infoweb.

Urgent Need for Focus Group Participants

If you or a client you serve are a grandparent or other relative caring for a minor child, you are invited to a focus group, sponsored jointly by the Fairfax County Department of Family Services and Fairfax County Public Schools, to share your ideas and information on the kinship care needs of this group. Groups will meet Wednesday, July 28, at Mt. Vernon Presbyterian Church, 2001 Sherwood Hall Lane, Alexandria, or Thursday, July 29, at St. Timothy Episcopal Church, 432 Van Buren Street, Herndon. Each begins at 6 p.m. and ends at 8:30 p.m. To register, call **Karen Willoughby** at 703-277-2627, TTY 711, or **Robin Hamby** at 703-277-

2640, TTY 711. For Spanish speakers, call **Patti Uribe** at 703-277-2645, TTY 711.

Creating High Performance Organizations

Join in a presentation on Creating High Performance Organizations, Thursday, Aug. 5, from 8:30 a.m. to 4 p.m. in Training Room A of the Pennino Building, 12011 Government Center Parkway, Fairfax. You will learn about the principles of high performance, understanding organizational systems, creating a strategic plan, developing leadership and team building for high performance and much more to

make our work more effective. This training, sponsored by the Department of Administration for Human Services, is open to any county employee and is free. For more information, contact **Jay Little**, DAHS, at 703-324-7552, TTY 711.

Courier submissions

You can send information on scheduled events, personal accomplishments and story ideas for *Courier* to the editor at courier@fairfaxcounty.gov or call 703-324-3197, TTY 703-324-2935. The deadline is one week before publication date. ■

Water, Use It Wisely

Fairfax County has partnered with the Metropolitan Washington Council of Governments in a regional effort to support a national initiative entitled "Water, Use it Wisely." This program is designed to encourage year-round water conservation habits and reduce the amount of water wasted both at home and at work. While at work you can be a wise water user by keeping a pitcher of water in the refrigerator instead of running the tap for cold drinks. Another tip is to throw tissues and paper towels in the trash instead of the toilet, reducing the number of flushes and saving up to three gallons of water each time. Employees should also report any dripping faucets or constantly running toilets which can cost the county hundreds of gallons of water a year. For water usage issues that require repair at the Government Center, contact the Facilities Management Division at 703-324-2055, TTY 711. To report situations at other county buildings, call 703-293-8050, TTY 711. You can find more water saving tips and learn about area water resources by visiting the MWCOG Web page at www.mwcog.org/environment/water/ or by calling the "Water, Use It Wisely" Information Line at 202-962-3755, TTY 711.

Tech Tip #83

"Your mailbox is over its size limit" in Outlook

How many time have we been in the middle of sending an e-mail and received the cheery little message, "Your mailbox is over its size limit." Other than a couple of screams and some desk pounding, what can you do to relieve the situation? The Technical Support Center has some suggestions in this and future Tech Tips. The TSC frequently receives calls for assistance from county employees receiving this message, usually in the height of frustration. As a timesaver, users can take care of this problem themselves. Each user has been allocated a finite amount of server space, 25000 KB for most users, on their Exchange Server for messages and attachments. This does not include Personal Folders, which are not stored on the Exchange Server.

"Your mailbox is over its size limit" will be addressed in three parts:

- Part 1: Using Outlook Properties (Taming of the Shrew)
- Part 2: Working with Outlook Folders (Finding more pieces to the puzzle)
- Part 3: Using Personal Folders (Have your cake and eat it too)

Note: *The following steps will not work if you access Outlook through the Internet, Outlook Web Access (OWA).*

Part 1: Using Outlook Properties or *Taming of the Shrew*.

To display the Mailbox Properties in Outlook:

- ♦ Right-click on Outlook Today on the Outlook Shortcuts Bar or the Folder List

- ♦ Select Properties to display the Properties Window

Locate the Folder Size button in the lower left corner; press it to display the Folder Size window. This window provides the best view of your Mailbox Subfolder capacity to aid in reducing you mailbox's overall size. The key items to look for:

- ♦ Total Size (including

subfolders): ##### KB – This value needs to be below 25,000 KB, the lower the better.

- ♦ In the Window below Total Size is a list of subfolders and their sizes. This is very convenient to find the disrupting subfolders.

After reviewing, close the Mailbox Properties box, select the subfolders, and start the deleting process. In order to correct your mailbox's "Over the Limit" problem, you will need to delete some mail items from your component subfolders which make up your Mailbox: Calendar, Contacts, Deleted Items, Drafts, Inbox, Journal,

Notes, Outbox, Sent Items and Tasks. The three primary folders of concern usually are Deleted Items, Sent Items and Inbox.

As a precursor to Part 2, right-click on Deleted Items and select from the menu Empty the Deleted Items Folder. A response window is displayed 'Are you sure you want to permanently delete all the items and subfolders in the Deleted Items folder?' Select Yes or No. Clearing your Deleted Items should help in lowering your Mailbox size.

Next Tech Tip: Part 2: Working with Outlook Folders or Finding more pieces to the puzzle.

Yep, the Classified Ads are no longer in Courier! But in their place is a dynamite new system that allows you to manage your own classified ad, entering it when you want to and removing it after you've made the sale or purchase. It's already getting great use, so don't lose out on the latest bargains.

Just go to the Infoweb and click on Courier. You'll see the link to the new classifieds there.

You also can go to the Infoweb and access the classified ads from the "general applications" drop down box or go directly to the Web page at <https://infoweb.fairfaxcounty.gov/classifieds/>.



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Office of Public Affairs
12000 Government Center Pkwy., Suite 551
Fairfax, VA 22035-0065

John Nash, editor
703-324-3197, john.nash@fairfaxcounty.gov
E-mail courier@fairfaxcounty.gov
FAX 703-324-2010
TTY 703-324-2935

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Department of Information Technology, Technical Infrastructure Division
Technical Support Center, Fairfax County Government Center
12000 Government Center Parkway, Suite 167
Fairfax, VA 22035
Tel: 703-222-3535, #1; Fax 703-222-3396; TTY 711